



Position Title	: <b>Migrant Service Assistant</b>
Duty Station	: <b>Port Sudan, Sudan</b>
Classification	: <b>G5</b>
Type of Appointment	: <b>One-year fixed term with the possibility of extension.</b>
Estimated Start Date	: <b>As soon as possible</b>
Closing Date	: <b>September 11, 2023</b>
Reference Code	: <b>VN 20 2023</b>

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

***Context:***

Under direct supervision of the Senior Project Assistant-German Speaker, Senior Project Assistant (Quality Control Monitoring), the successful candidate will be accountable and responsible for assisting the streamlining of visa application services for the German family reunification, resettlement and evacuation caseloads.

***Core Functions / Responsibilities:***

1. Assist on a daily basis beneficiaries at the FAP Center and case management of their files.
2. Process efficiently and effectively the family reunification visa application case, files, and medical records by registering the newly received family reunification appointments lists, creating of new case files into Dynamics 365 (data entry), distributing of case files in a timely and accurate manner, collect biometric data, ensuring that all submitted files are promptly completed and compiled, and keeping the file tracking system is use to maintain a comprehensive track of application files.
3. Undertake applicant form completion and casework interviews for the purposes of recording family separation and case histories and biographical information, while ensuring that the interview reports filed with the visa applications are accurate and meet the requirements set by the donor, and immediately report any quality issue to the Quality Control Assistant.
4. Enter data accurately into the FAP case management software by verifying information previously entered such as biographic and family information, and, when needed, scanning,

- photocopying, attaching, filing and translating documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
5. In coordination with supervisors, organize and schedule family reunification appointments, including running ad hoc reports, entering schedule data, updating schedules, issuing, and confirming appointments, and assisting logistics.
  6. Ensure that FAP case management system is updated as needed with application data, biographical and other sensitive information such as interview dates, activities conducted, medical data and file submission.
  7. Enter required applicant data, lodge application documents in the required order to the IOM designated folders of applicants to submit to Embassy.
  8. Assist and guide migrants in the completion of the visa application form as per checklists, conduct remote completeness checks on all documentation before their visa appointment, and fill in the questionnaires when required.
  9. Provide migrants with accurate information in a timely manner, including distributing information sheets and visa requirement checklists; handling telephone and e-mail inquiries from applicants in accordance with established Standard Operating Procedures (SOPs) (including wide range of visa and appointments inquiries); and keep them updated with announcements and modifications.
  10. Organize the applicant's files based on the instructions of the German Consular staff and in full compliance with the IOM Service Standards.
  11. Call families and principal applicants to answer questions and provide remote guidance on form filling, visa requirements and general information.
  12. Maintain records of all applications and contacts of principle applicants and report these records periodically and in a timely manner. Assist with the report preparation through maintaining internal lists and coding system to track all the German consulate requests.
  13. Inform supervisor of any problem(s) or issue(s) immediately and regularly and come up with suggestions on how to improve efficiency and service.
  14. Demonstrate an in-depth understanding of the FAP SoPs as well as the ability to remain professional, impartial and unbiased during all interactions with applicants, colleagues and external stakeholders.
  15. Maintain and ensure confidentiality of all FAP-related matters and information, by implementing the operations in accordance with guidelines, instructions, IOM standards of conduct and data protection rules. Alert management of any non-compliance to SOPs or codes of conduct by other staff members.

16. Take action and steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
17. In coordination with the Quality Control Assistant and National Officer, flag vulnerable cases needing referral and protection support. Record all referred cases into FAP case management system and follow up on the status of each case with the correspondent applicant and report to the National Officer.
18. Handle the hardship and medical cases, coordinate between the FAP management, the IOM medical department and the German Embassy. Reply to emails related to this caseload, report on the medical cases monthly; liaise between the IOM medical department and the German Consulate, regarding the appointments, the medical assessments, as well as following up on the check-up payments when made at IOM Germany.
19. Ensure general maintenance for the IOM FAP office building; monitors and maintains facility equipment to ensure safe and efficient facility operation.
20. Follow and direct coordination with logistics, finance and human resources units to carry out any work related to the FAP center, and act as an admin focal point for the Team.
21. Organize and register all missing documents sent by the applicants to the embassy on excel sheets and submit them to Embassy on a daily basis.
22. Support German resettlement missions by filling the visa application forms, collecting documents and biometric fingerprints, ensuring data entry and file preparation for the resettlement cases in order to complete the visa applications.
23. Receive files and original documents from other offices and forward them to the Embassy for legalization and ensure the physical delivery of the files to the Embassy.
24. Provide training, introduction, and assistance to newly joined staff members.
25. Undertake duty travel when needed to support other offices in family reunification services, resettlement operations, meetings, and training.
26. Perform other duties as may be assigned.

### ***Required Qualifications and Experience***

#### **Education**

- University degree in Business Management, Client Services, Social Science, Engineering Science or related field with three years of relevant experience; or,
- High school diploma with five years of relevant experience.

#### **Experience**

- Minimum three years of relevant professional experience in a similar setting and capacity preferred; Demonstrated ability to maintain accuracy & confidentiality in performing responsibilities.

#### Skills

- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Good knowledge of information technology and proficiency in Microsoft Office applications especially Excel, Word, PowerPoint and Publisher.
- Previous work experience in international organizations and service industry companies and in non-government or government institutions/organization in a multi-cultural would be an advantage.
- Strong interpersonal & intercultural skills with an attention to detail.
- Attention to detail, ability to organize paperwork in a methodical way; discreet, details and clients-oriented, patient and willingness to learn new things.

#### Languages

- External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).
- For all applicants, fluency in English, Arabic and Tigrinya is required (oral and written).

#### *Required Competencies*

**Values** – all IOM staff members must abide by and demonstrate these values:

- **Inclusion and respect for diversity** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism**: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- **Courage**: Demonstrates willingness to take a stand on issues of importance.
- **Empathy**: Shows compassion for others, makes people feel safe, respected, and fairly treated.

**Core Competencies** – behavioral indicators level 2

- **Teamwork**: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.



- **Delivering results** produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership of achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.

***Other:***

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- IOM has zero tolerance with discrimination and does not discriminate to HIV/AIDS status.
- This position is open to **ONLY** Sudanese nationals.
- **Vacancy close at 23:59 local time Khartoum, Sudan on the respective closing date. No late applications will be accepted.**

***How to apply:***

Interested candidates are invited to submit their Resume via email: [sudancareer@iom.int](mailto:sudancareer@iom.int) , by September 11, 2023, at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

***Posting period:***

[From 28.08.2023 to 11.09.2023](#)

***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview processing, training or other fee). IOM does not request any information related to bank accounts.